Vol. 7 No. 3 Fall 1997

Network News

A News Update For **Nintendo** Servicers

Game Boy Pocket

Lynnette Geltz

The NEW Game Boy® pocket Play It Loud™ series fits in the palm of your hand and comes in shiny SILVER and FIVE NEW HOT COLORS (vibrant YELLOW, radiant RED, gorgeous GREEN, deep BLACK, and high-tech CLEAR). Each color is sleek, crisp and sophisticated reflecting a player's personality or "hip" status.

This 8-bit hand-held system is very popular, is 30% smaller, weighs less than 5 oz (that's half the weight of the original Gray Game Boy), and has an improved black and white LCD screen.

Busted System Brochures

Michael Hughes

Great News! The "BUSTED SYSTEM BROCHURES" are once again available for our Nintendo Authorized Repair Centers. This eye catching brochure is a great vehicle for steering Nintendo repairs to your service center.

Photos of the Nintendo® 64 control deck and Game Boy® Play It Loud Series™ are now included in the brochure. These fast selling platforms are now available to all of our Authorized Repair Centers for Power Swap or repair.

All you need to do to get your hands on these effective brochures is to fax in your order (800-447-8362) requesting part number 28881 (quantity of one is equal to 100 brochures). We'll add your business name, address and phone number to the back of each brochure making this a truly effective means of advertising.

Don't hesitate! Get your order in today and "get back in the game".

Note: Brochure holders (part #29152) are available as well at no charge.

"In The Works"

Dean O'Connor

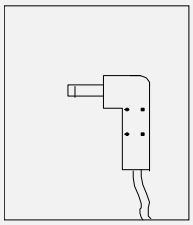
The Internet is a fast growing source of information! Nintendo is currently working on implementing a referral system on the Internet at our website (http://www.nintendo.com). We are very excited about this system. Not only will this refer our customer to the closest service center, it will also map out the quickest route for the customer to print and take with them. We hope to have the new system up and running by this holiday season!!!

Game Boy Pocket AC Adapter

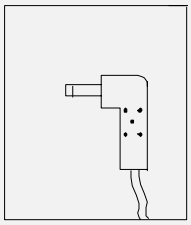
Refer to Service Department Bulletin #97252

Exchange the old version AC adapter (four small indentations) with the improved version AC adapter (five small indentations) at no cost to the consumer (see sample below). No proof of purchase is required. File a "Special Warranty" claim indicating "Service Bulletin #97252".

Old version Game Boy pocket AC adapters may cause the Game Boy pocket to work intermittently. The defective AC adapter has four small indentations in the side of the connector that plugs into the Game Boy pocket. The improved version has five small indentations. Please contact your Field Service Administrator if you have any questions.



BAD



GOOD

Mystery Shopper

Dean O'Connor

At this time last year, we developed a very effective tool to measure customer service called the Mystery Shopper program. This program included a phone call to all of the servicers that were on referral at the time and the call was rated based on the results of the call. We received very positive feedback once everyone received their results. This report pointed out the strengths and challenges for customer service interaction on the phone. These reports assisted us in developing a video titled "The Schematic For Customer Service Excellence." This ten minute video gives three examples of customer interaction with the servicer and also includes some management tips on how to effectively use the video to your benefit. Due to the outstanding feedback we received, we decided to make the video for sale to anyone in the service industry at $19.95 per copy. Excellent customer service is a vital part of our business. We will be doing another round of Mystery Shopper calls sometime before the holiday season.

Core Credit Reminder

Luther Smith

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Today Nintendo has a wider assortment of products than ever before. This means core credits on a greater number of products are available.
We have simplified our core credit procedure to make it easier for everyone involved. Now, all you simply need to do is, complete a "Return Authorization (RA) Request Form" when returning core credit items.

****Please don't send claim forms with your core items, they are no longer required. All warranty claims should be mailed directly to Nintendo of America Inc., Field Service Claims, PO Box 97083, Redmond, WA 98073-9783****

Just use the following procedure:

1. Complete all areas of the RA request form.
2. Fax RA Request form to 1-800-447-8362. RA form with the RA number printed on the shipping label will be returned via fax within **24 hours**.
3. Attach the shipping label portion of the form to the carton, make a copy of the top portion for your records, then include the original in the carton as your packing slip.
4. Carefully pack each core item in the custom shipping container and anti-static bag provided by Nintendo. **Core items not shipped in anti-static bags will scrapped and credit will be denied.**

New Faces & People On The Move

Bob Sellers

Please join me in welcoming the newest members of the Nintendo Field Service Team -
Dean O'Connor and Larry Bell

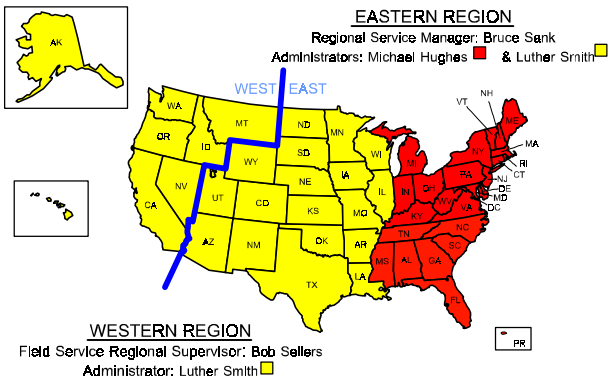
Dean began his employment with Nintendo in June of 1989 as a Game Play Counselor (GPC). During his time in the Call Center, Dean held several positions. He began as a GPC and then was promoted to the position of Assistant Lead. He also worked as a Call Center Help Desk Representative and traveled the country representing Nintendo at the first ever Nintendo Powerfest™. Dean joined the Field Service Team in September of 1996 as a Field Service Administrator. In July of this year, Dean was promoted to Field Service Coordinator. Dean's enthusiasm and Call Center experience make him a valuable asset to our team!

Larry started with Nintendo in September of 1993 as a Consumer Service Representative. In June of this year, he joined the Field Service Team as our Product Support Analyst. Before coming to Nintendo, Larry spent over 25 years in the health care and food manufacturing industry, and brings to his new position excellent data processing and analytical skills. In 1993 he certified in 911 Emergency Communications and worked as a reserve 911 dispatcher for a local police department. Larry is a very busy guy! He just moved into a new home, is a Big Brother, and is studying to become a member of King County Fire District 50.

Region Realignment

Bob Sellers

Nintendo is dedicated to providing you, our service partners, with the highest level of support possible. To effectively use our resources, we found it necessary to realign our territory structure. Bruce Sank continues to be responsible for the eastern region accounts, but with an expanded territory. Bob Sellers has assumed responsibility for the western region accounts in addition to his current responsibilities as National Field Service Supervisor
(see map). Michael Hughes and Luther Smith will continue as Field Service Administrators (see listing of states).



Michael Hughes: AL, CT, DC, DE, FL, GA, IN, KY, MA, MD, ME, MI, MS, NC, NH, NJ, NY, OH, PA, PR, RI, SC, TN, VA, VT, WV

Luther Smith: AK, AR, AZ, CA, CO, HI, IA, ID, IL, KS, LA, MN, MO, MT, ND, NE, NM, NV, OK, OR, SD, TX, UT, WA, WI, WY

Parts Order Subsidy - *reducing overhead cost*
Nintendo now provides a $5.00 purchase account credit when you order the following parts:
- Super NES® PCBs (part numbers - 23700 and 27211 GPM)
- Game Boy® front and/or back assemblies (part numbers - 27213 back and 27214 front)
- This is in addition to the standard core credit.

Non-Warranty Parts Credits
- Non-Warranty Parts Credits were discontinued July 1, 1997.
- Non-Warranty claims are no longer required thus reducing your overhead cost.

The new Super NES®, Play It Loud™ and Game Boy® pocket is available for direct "Drop Shipments" to the customer:
You may now have customer's Game Boy® Play It Loud™, Game Boy® pocket and Super NES replacement order shipped directly to the customer's home or office, second day air at our expense. To take advantage of this repair option, just fill in the "Ship To" section of the "Order Form" with the customer's name and address.